

Steiner Ranch Residential Owners Association, Inc.
Complaint Resolution Policy

The purpose of this policy is to set forth the procedures the SRROA Board will follow in handling complaints between residents of Steiner Ranch. The SRROA Board encourages open communication between community members in the hope that complaints or disputes between residents can be resolved between residents rather than through the Board.

1. Upon receiving the first complaint, the Association will send a standard complaint notice to the person who is the subject of the complaint ("Complaine"). A copy of this Complaint Resolution Policy will be sent with this notice.
2. The Association will also send a copy of this Complaint Resolution Policy to the person complaining ("Complainant").
3. If a second complaint is received at least five (5) days after the first notice, the Association will send a second standard complaint notice to the Complaine via certified mail.
4. If a third complaint is received at least ten (10) days after the second notice, the Association will fine the Complaine \$50.00.
5. Continued non-compliance by the Complaine will result in a weekly fine of \$50.00. Should the accrued fines remain unpaid and the accumulated fines and legal fees exceed \$200.00, a lien will be placed against the property of the Complaine.
6. At any time during the Complaint Resolution Process, the Complaine may submit a written response to the Board of Directors for its consideration. If the violation is not readily verifiable by the Board, then the Complaint and Complaine will receive complete copies of all correspondence relating to the complaint.
7. If the Board of Directors receives a written response from the Complaine, the Complainant or a member of the Board will be informed and asked to submit a written response to the Board for its consideration.
8. If the written response from the Complainant requested in paragraph 7 is not received within ten (10) days of the request, the complaint will be considered withdrawn.
9. Should the Board receive a written response from both parties, the Board will meet to discuss the complaint at its next regularly scheduled Board meeting or it may call a special Board meeting. The Complainant and Complaine are not required, but welcome and encouraged to attend the meeting in accordance with the standard policy for visitors at Board Meetings.
10. At this meeting, the board should either elect to support the Complainant or the Complaine, or not to rule on the complaint.
11. In the event the Board does make a ruling, should either the Complainant or Complaine not agree with the Board's ruling, the party may request a third party mediation. The party requesting mediation shall remit a non-refundable \$500.00 mediation fee to the Board. The Board shall set a reasonable time for the mediation. Should either party not attend the scheduled mediation, the board shall rule in favor of the attending party. The Board may elect (but not be obligated) to represent one of the parties in the mediation.
12. Should the Board elect not to rule on a complaint, both parties will be required to attend mediation with the cost of mediation to be borne by the Association. Should one of the parties elect not to attend the mediation, the Board will rule in favor of the attending party.
13. All mediation will be held at the Dispute Resolution Center in Austin, Texas, and all mediated decisions shall be binding upon the parties attending. If the Complaine prevails in the mediation, the Board may reverse any fines.